

CLAIMS

What is claimed is:

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1. A network for providing a telecommunications service with automatic speech recognition to a telecommunications user, comprising:
 - a switch in communication with a telecommunications device associated with the telecommunications user for detecting a trigger specific to the service in response to a communication from the telecommunications device and for routing the communication to an operator services system in response to detection of the trigger; and
 - an intelligent resource server in communication with the switch for receiving via the switch the communication from the operator services system with a message including information regarding a party requested by the telecommunication user from the operator services system, for playing an audible message for the telecommunications user in response to receiving the communication, the audible message containing the information regarding the party and prompting the telecommunications user to place an outgoing communication to the party, and for automatically recognizing a predetermined keyword spoken by the telecommunications user in response to the audible message.
 2. The network of claim 1, wherein the switch includes a switch of a central office in communication with the telecommunications device via a subscriber line.

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3. The network of claim 1, wherein the switch includes a switch of a mobile switching center in communication with the telecommunications device via an air-interface communication scheme.

4. The network of claim 1, wherein the switch is further for detecting an originating trigger in response to a feature code entered by the telecommunications user from the telecommunications device.

5. The network of claim 4, further comprising a service control point in communication with the switch for routing the communication from the telecommunications device to the operator services system upon detecting the originating trigger, and for routing the communication from the operator services system to the intelligent resource server via the switch.

6. The network of claim 5, wherein the intelligent resource server is further for placing the outgoing communication to the party based on recognition of the predetermined keyword.

7. The network of claim 5, wherein the intelligent resource server is further for placing the outgoing communication to the party based on recognition of a predetermined DTMF character entered by the telecommunications user.

8. A network for providing a telecommunications service with automatic speech recognition to a telecommunications user, comprising:

a switch in communication with a telecommunications device associated with the telecommunications user for detecting a trigger specific to the service in response to a communication from the telecommunications device and for routing the communication to an operator services system in response to detection of the trigger;

a call processing module in communication with the switch for receiving via the switch the communication from the operator services system with a message including information regarding a party requested by the telecommunication user from the operator services system;

an enunciation module in communication with the call processing module for playing an audible message for the telecommunications user in response to receiving the communication, the audible message containing the information regarding the party and prompting the telecommunications user to place an outgoing communication to the party; and

an automatic speech recognition module in communication with the switch for recognizing a predetermined keyword spoken by the telecommunications user in response to the audible message.

9. The network of claim 8, wherein the switch includes a switch of a central office in communication with the telecommunications device via a subscriber line.

10. The network of claim 8, wherein the switch includes a switch of a mobile switching center in communication with the telecommunications device via an air-interface communication scheme.

11. The network of claim 8, wherein the switch is further for detecting an originating trigger in response to a feature code entered by the telecommunications user from the telecommunications device.

12. The network of claim 11, further comprising a service control point in communication with the switch for routing the communication from the telecommunications device to the operator services system upon detecting the originating trigger, and for routing the communication from the operator services system to the intelligent resource server via the switch.

13. The network of claim 12, wherein the call processing module is further for placing the outgoing communication to the party based on recognition of the predetermined keyword.

14. The network of claim 12, further comprising a DTMF decoder module in communication with the switch for recognizing a predetermined DTMF character entered by the telecommunications user in response to the audible message.

15. The network of claim 14, wherein the call processing module is further for placing the outgoing communication based on recognition of the predetermined DTMF character by the DTMF decoder module.

16. An intelligent resource server for providing a telecommunications service with automatic speech recognition for a telecommunications user, comprising:

a call processing module for receiving via a switch in communication with a telecommunications device associated with the telecommunications user a communication from an operator services system with a message including information regarding a party about whom the telecommunications user requested information from the operator services system;

an enunciation module in communication with the call processing module for playing an audible message for the telecommunications user in response to receiving the communication, the audible message containing the information regarding the party and prompting the telecommunications user to place an outgoing communication to the party; and

an automatic speech recognition module in communication with the switch for recognizing a predetermined keyword spoken by the telecommunications user in response to the audible message.

17. The intelligent resource server of claim 16, wherein the call processing module is further for placing the outgoing communication to the party based on recognition of the predetermined keyword by the automatic speech recognition module in response to the audible message.

18. The intelligent resource server of claim 17, further comprising a DTMF decoder module in communication with the switch for recognizing a predetermined DTMF character entered by the telecommunications user in response to the audible message.

19. The network of claim 18, wherein the call processing module is further for placing the outgoing communication to the party based on recognition of the predetermined DTMF character by the DTMF decoder module.

20. A method for providing a telecommunications service with automatic speech recognition to a telecommunications user, comprising:

detecting a communication from the telecommunications user;

providing information requested by the telecommunications user regarding a party upon detection of the communication;

playing an audible message for the telecommunications user containing the information regarding the party and prompting the telecommunications user to place an outgoing communication to the party; and

recognizing a predetermined keyword spoken by the telecommunications user in response to the audible message.

21. The method of claim 20, further comprising placing the outgoing communication to the party based on recognition of the predetermined keyword.

22. The method of claim 26, further comprising recognizing a predetermined DTMF character entered by the telecommunications user in response to the audible message.

23. The method claim 22, further comprising placing the outgoing communication to the party based on recognition of the predetermined DTMF character.

24. A network for providing a telecommunications service with automatic speech recognition to a telecommunications user, comprising:

means for detecting a communication from the telecommunications user;

means for playing an audible message for the telecommunications user containing information regarding a party and prompting the telecommunications user to place an outgoing communication to the party; and

means for recognizing a predetermined keyword spoken by the telecommunications user in response to the audible message.

25. The network of claim 24, further comprising means for providing information requested by the telecommunications user regarding the party upon detection of the communication.

26. The network of claim 24, further comprising means for placing the outgoing communication to the party based on recognition of the predetermined keyword.

27. The network of claim 24, further comprising means for recognizing a predetermined DTMF character entered by the telecommunications user in response to the audible message.

28. The network claim 27, further comprising means for placing the outgoing communication to the party based on recognition of the predetermined DTMF character.

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